



ESPRESSO PARTS



FIORENZATO
USA



SANREMO
COFFEE MACHINES



ascaso
U S A

4315 LACEY BLVD SE, LACEY WA 98503

INFO@ESPRESSO PARTS.COM PHONE 800-459-5594 LOCAL 360-357-7781

30-DAY EQUIPMENT RETURN POLICY

DOMESTIC-HOME EQUIPMENT RETURN POLICY AND 100% ORDER ACCURACY GUARANTEE.

Espresso Parts (dba ascaso-usa.com, fiorenzato-usa.com, kalitausea.com, yama-glass.com, barista-basics.com, and hearthgoods.com) is proud to offer a 100% accuracy guarantee. If Espresso Parts makes a mistake on your order, Espresso Parts will cover the shipping costs to correct the mistake. In order to qualify for the 100% accuracy guarantee, orders must be transmitted via the website(s)

Espresso Parts's expert technicians will work diligently with you to help determine which parts you may need to order but Espresso Parts does not take responsibility for remote diagnostics or orders transmitted verbally. All recommendations on parts and procedures are made without any guarantees.

WHOLESALE CUSTOMER: HOW TO REQUEST AN EXCHANGE OR RETURN

Website purchases at Wholesale Price is typically not eligible for return. Espresso Parts has the right to waive the finality of orders for Wholesale Customers within the first 30-days after purchase and will assess a 10% restocking fee. Machines must be received in 'New' condition in original packaging, closed box condition. 'New' product is an item that has NOT been removed from its box and used. All items, components, manuals, and packing materials must be in their original packaging. The product must NOT be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.

All returned equipment is subject to a minimum 10% restocking fee in new closed box condition. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 10% Restocking Fee: Equipment returned in closed box condition.
2. 20% Restocking Fee: Equipment returned in open box condition. No water. No power.
3. Equipment received beyond the above-noted condition with any damage is not returnable, and we will contact you to send the machine back.
4. All restocking fees will be assessed and applied based on the sole discretion of Espresso Parts.com and EspressoParts.com.

Contact us via email (info@espressoparts.com) Let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs. We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise. Please read the email in its entirety and take care to properly prepare your machine for return. This can help avoid additional charges assessed to your return.

Note: Equipment that has been modified or customized is not eligible for return.

RETAIL CUSTOMER: HOW TO REQUEST AN EXCHANGE OR RETURN

Espresso Parts will gladly accept unused or defective domestic equipment for a return for refund or exchange within 30-days of the ship date. New machines must be returned in 'Like New' condition in original packaging. REFURBISHED equipment sold AS-IS. NO EXCHANGES. 'Like new' product is an item that has been removed from its box and used as intended by the manufacturer for a short period of time. All items, components, manuals, and packing materials must be returned to their original packaging. The product must be clean and dry upon return to our warehouse. Any item returned to us that requires extensive cleaning will incur a cleaning deduction from the refund, or be refused. The product must not be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.



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All returned equipment is subject to a minimum 2.5% restocking fee. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 10% Restocking Fee: Any grinders that have had any beans run through the grinding chamber, regardless of prior cleaning and appearance. Damaged or missing packaging or accessories or equipment returned wet, dirty, and requiring additional cleaning.
2. 15% Restocking Fee: Equipment returned with cosmetic damage requiring labor to correct including surface scratches on painted or polished surfaces.
3. 25% Restocking Fee: Equipment returned with severe cosmetic damage requiring extensive repair including scratches or chips deep into the finish, or dented body panels. Extremely dirty equipment requiring 1 hour or more of cleaning.

Equipment received beyond the above-noted damage is not returnable, and we will contact you to send the machine back.

All restocking fees will be assessed and applied based on the sole discretion of Espresso Parts.com and EspressoParts.com.

Contact us via email (info@Espresso Parts.com or info@espressoparts.com) Let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs. We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise. Please read the email in its entirety and take care to properly prepare your machine for return. This can help avoid additional charges assessed to your return.

Note: Equipment that has been modified or customized is not eligible for return.

COMMERCIAL EQUIPMENT RETURN POLICY AND 100% ORDER ACCURACY GUARANTEE

Espresso Parts is proud to offer a 100% accuracy guarantee. If Espresso Parts makes a mistake on your order, Espresso Parts will cover the shipping costs to correct the mistake. In order to qualify for the 100% accuracy guarantee, orders must be transmitted via the website on Espresso Parts.com or EspressoParts.com.

Espresso Parts' expert technicians will work diligently with you to help determine which parts you may need to order but Espresso Parts does not take responsibility for remote diagnostics or orders transmitted verbally. All recommendations on parts and procedures are made without any guarantees.

Espresso Parts has the right to waive the finality of orders within 30-days of receipt and will assess a minimum 10% restocking fee and a \$350 flat fee to cover return freight shipping for heavyweight equipment.

WHOLESALE CUSTOMER: HOW TO REQUEST AN EXCHANGE OR RETURN

Website purchases at Wholesale Price is typically not eligible for return. Espresso Parts has the right to waive the finality of orders for Wholesale Customers within the first 30-days after purchase and will assess a 10% restocking fee. Machines must be received in 'New' condition in original packaging, closed box condition. 'New' product is an item that has NOT been removed from its box and used. All items, components, manuals, and packing materials must be in their original packaging. The product must NOT be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.

All returned equipment is subject to a minimum 10% restocking fee in new closed box condition. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

5. 10% Restocking Fee: Equipment returned in closed box condition.
6. 20% Restocking Fee: Equipment returned in open box condition. No water. No power.
7. Equipment received beyond the above-noted condition with any damage is not returnable, and we will contact you to send the machine back.
8. All restocking fees will be assessed and applied based on the sole discretion of Espresso Parts.com and EspressoParts.com.



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Note: Equipment that has been modified or customized is not eligible for return.

RETAIL CUSTOMER: HOW TO REQUEST AN EXCHANGE OR RETURN

Espresso Parts will gladly accept unused or defective commercial equipment for a return for refund or exchange within 30-days of the ship date. New machines must be returned in 'Like New' condition in original packaging. REFURBISHED equipment sold AS-IS. NO EXCHANGES. 'Like new' product is an item that has been removed from its box and used as intended by the manufacturer for a short period of time. All items, components, manuals, and packing materials must be returned to their original packaging. The product must be clean and dry upon return to our warehouse. Any item returned to us that requires extensive cleaning will incur a cleaning deduction from the refund, or be refused. The product must not be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.

All returned equipment is subject to a minimum 10% restocking fee in closed box condition. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

4. 10% Restocking Fee: Equipment returned in closed box condition. No power. No water.
5. 20% Restocking Fee: Equipment returned in open box condition. Used lightly for a short period as intended by the manufacturer.
6. Equipment received beyond the above-noted condition with any usage or damage is not returnable, and we will contact you to send the equipment back.
7. All restocking fees will be assessed and applied based on the sole discretion of EspressoParts.com.
8. If your equipment arrives in new, closed box condition, we will refund your original payment method less other restocking fees, original shipping & handling costs, and return freight shipping fees for heavy equipment.

Equipment received beyond the above-noted damage is not returnable, and we will contact you to send the machine back.

All restocking fees will be assessed and applied based on the sole discretion of Espresso Parts.com and EspressoParts.com.

Contact us via email (info@espressoparts.com) Let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs. We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise. Please read the email in its entirety and take care to properly prepare your machine for return. This can help avoid additional charges assessed to your return.

Note: Equipment that has been modified or customized is not eligible for return.